



TennCare Organization Administrator Reference Guide

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Purpose

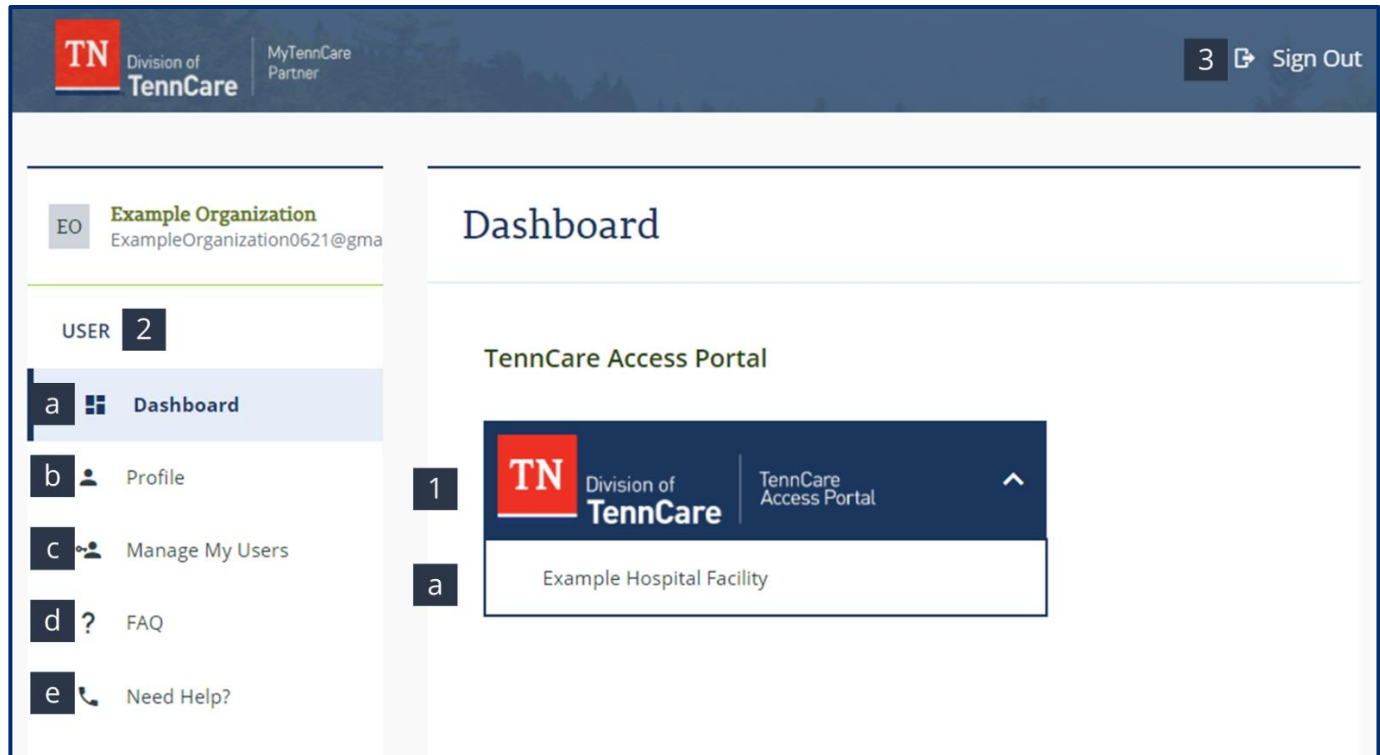
Each partner organization has selected Organization Administrators of TennCare Access. Organization Administrators are responsible for requesting access for authorized users, adding or removing a role for existing users, deactivating access for separated users, and confirming all staff have the correct training and security access to complete their work.

The [TennCare Access Organization Administrator Reference Guide](#) provides details for the following topics:

- [Reviewing the MyTennCare Partner Login Homepage](#)
- [Logging into the MyTennCare Partner Login Homepage](#)
- [Submitting a New User Access Request](#)
- [Updating a User's Access to the System](#)
- [Removing a User's Access to the System](#)

Reviewing the MyTennCare Partner Login Homepage

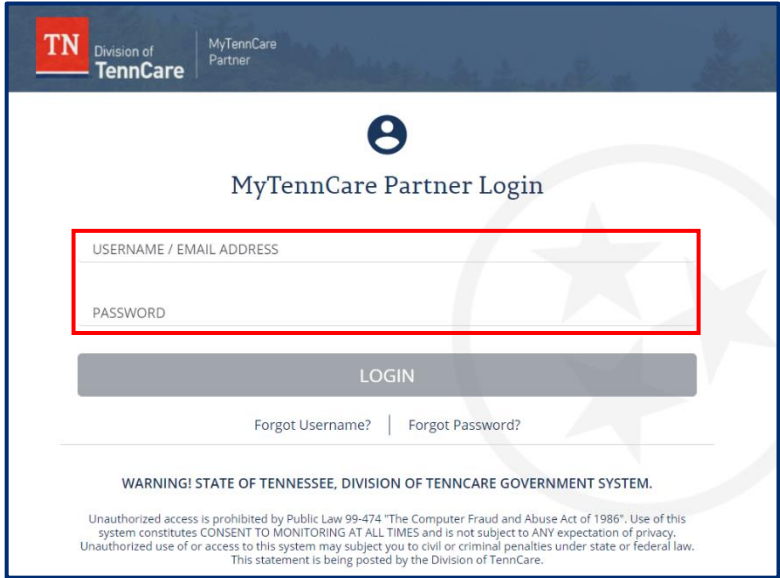
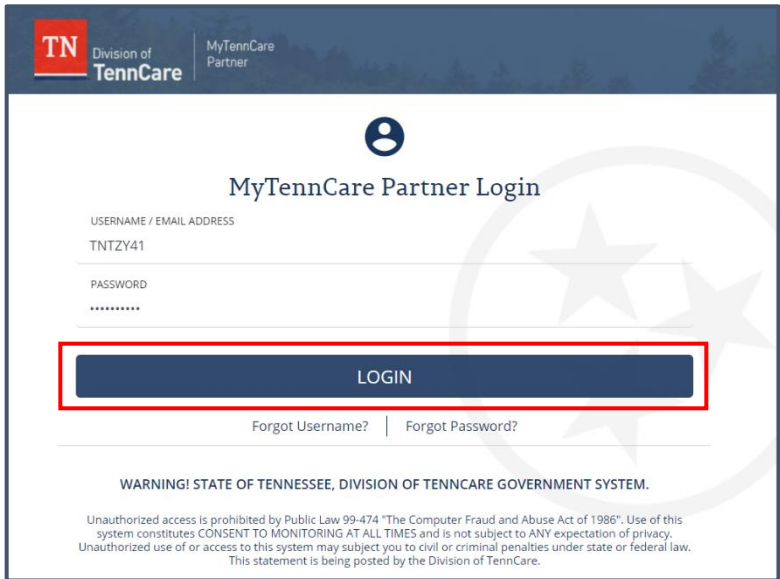
Below is a sample **MyTennCare Partner Login** homepage for an Organization Administrator.



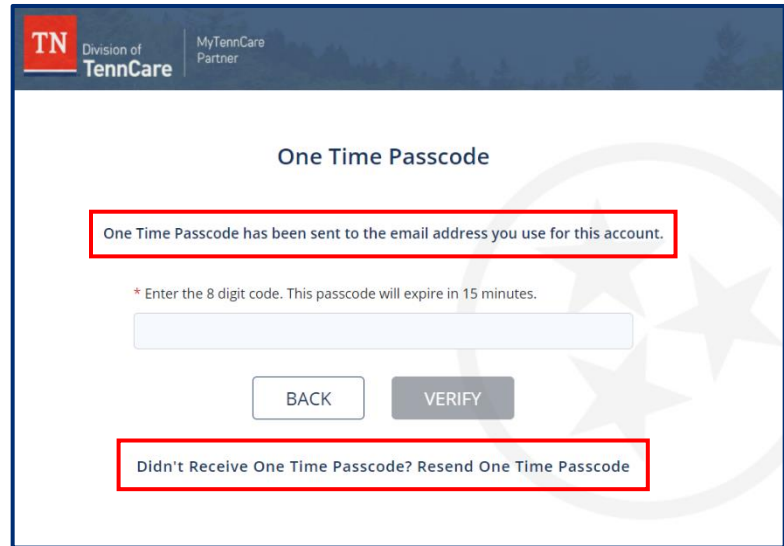
#	Item	Description
1	TennCare Access Portal	The TennCare Access Portal tile appears on the Dashboard and is used to log into TennCare Access once access has been granted.
1a	Organization Name	The organization's name appears under the TennCare Access Portal tile. You must click on your organization's name to log into TennCare Access.
2	User Section	The USER section allows you to access your Dashboard , Profile , Manage My Users , FAQ , and Need Help? pages.
2a	Dashboard	When you log in, the Dashboard is the default page displayed. If you visit other pages, return to the Dashboard to log in to TennCare Access by clicking the tile.
2b	Profile	Access your Profile page to view your user details. This page stores your name and username. You can view or edit your cell number or the way in which you receive your one time passcodes. You can also update your password or security questions.

#	Item	Description
2c	Manage My Users	Click Manage My Users to access the MyTennCare Partner Request Dashboard page. From here, you can request access for a new user, modify access for an existing user, or remove all access for an existing user.
2d	FAQ	Access Frequently Asked Questions for answers to common questions related to using the MyTennCare Partner Login page.
2e	Need Help?	Use the Need Help? page for contact information for support accessing the TennCare Access Portal.
3	Sign Out	Click Sign Out to end your session.

Logging into the MyTennCare Partner Login Homepage

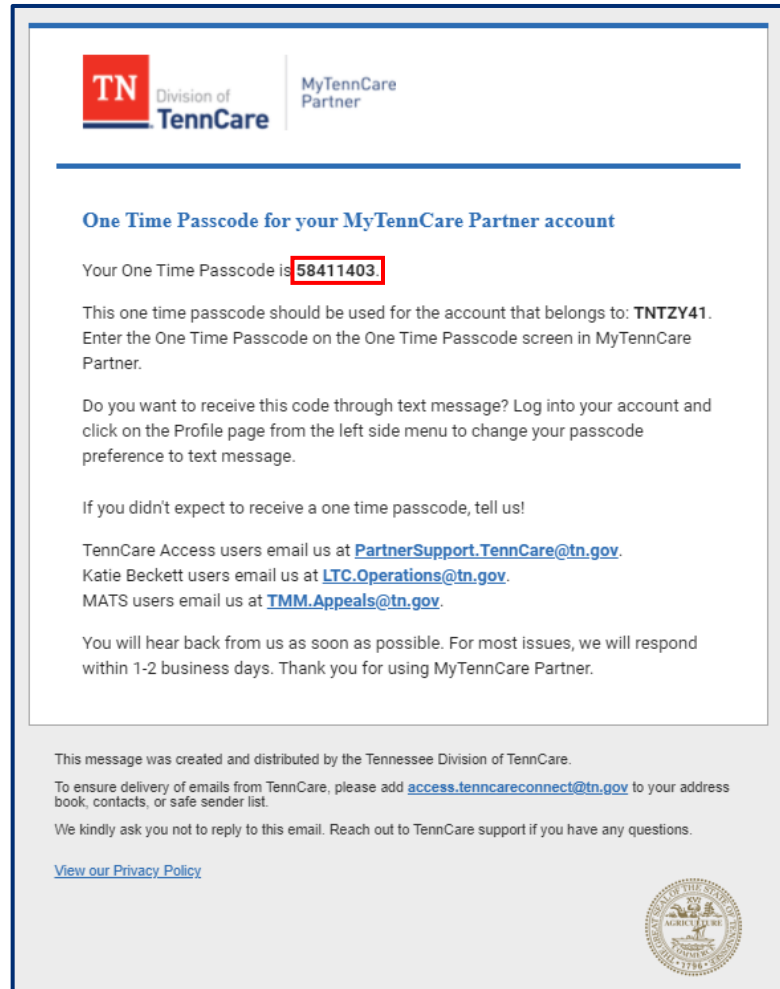
#	Step	Screenshot
1	<p>For existing users, go to https://myloginpartner.tcam.tn.gov/partner</p> <p>Enter your Username/Email Address and Password.</p> <p>NOTE: For details on how to setup a new TennCare Access account or how to log into TennCare Access, please refer to the TennCare Access Login Reference Guide.</p>	
2	Click Login .	

- 3** On the **One Time Passcode** page, note that a One Time Passcode was sent to the email address you used for this account.
- A One Time Passcode is sent to your email address when you login from a new device, or if you haven't entered a One Time Passcode in more than 24 hours. You cannot log into your account until you enter the passcode.
- NOTE:** If you did not receive the email, check your junk mail folder. If it's not there, click **Didn't Receive One Time Passcode? Resend One Time Passcode** to send a new email and code.

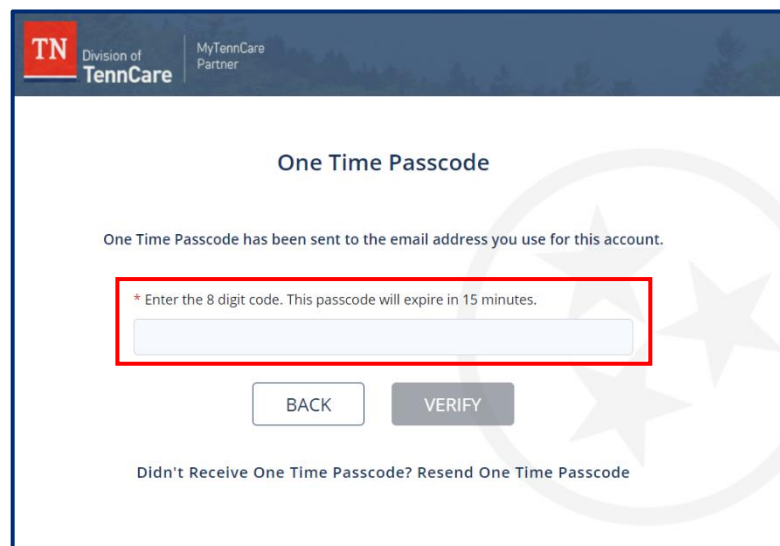


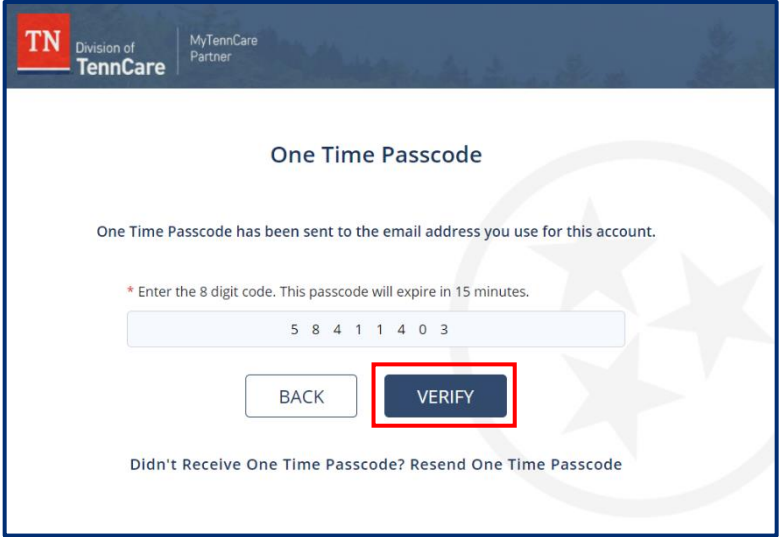
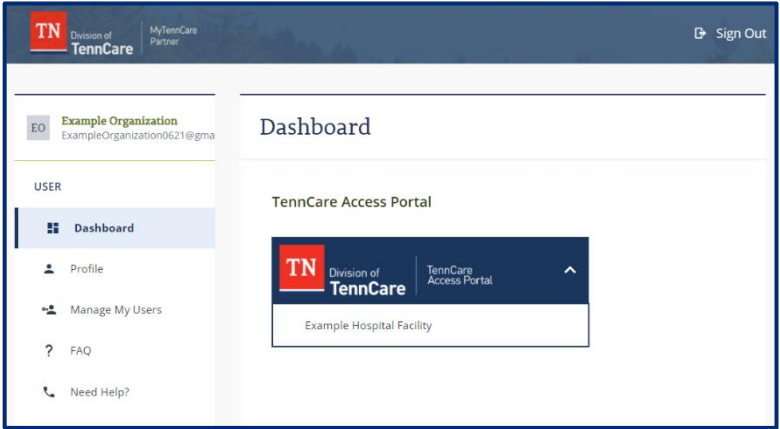
The screenshot shows the 'One Time Passcode' page. At the top, there is a header with the 'TN' logo, 'Division of TennCare', and 'MyTennCare Partner'. The main heading is 'One Time Passcode'. Below this, a message states: 'One Time Passcode has been sent to the email address you use for this account.' This message is highlighted with a red box. Below the message, there is a text input field for the 8-digit code. A note above the field says: '* Enter the 8 digit code. This passcode will expire in 15 minutes.' Below the input field are two buttons: 'BACK' and 'VERIFY'. At the bottom, there is a link: 'Didn't Receive One Time Passcode? Resend One Time Passcode', which is also highlighted with a red box.

- 4** Access your email and copy the verification code.

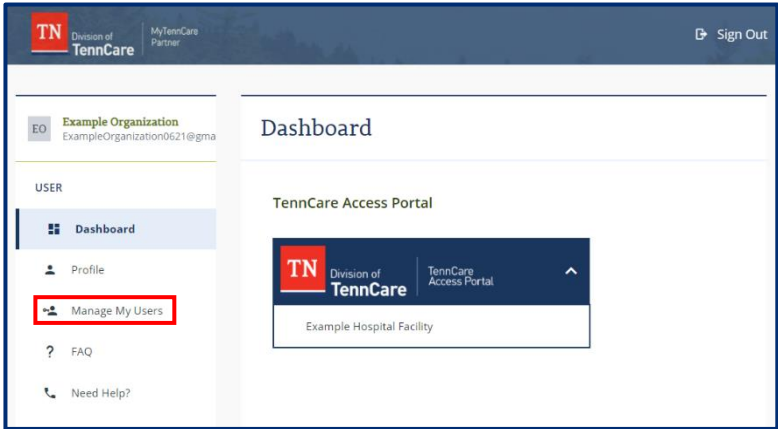
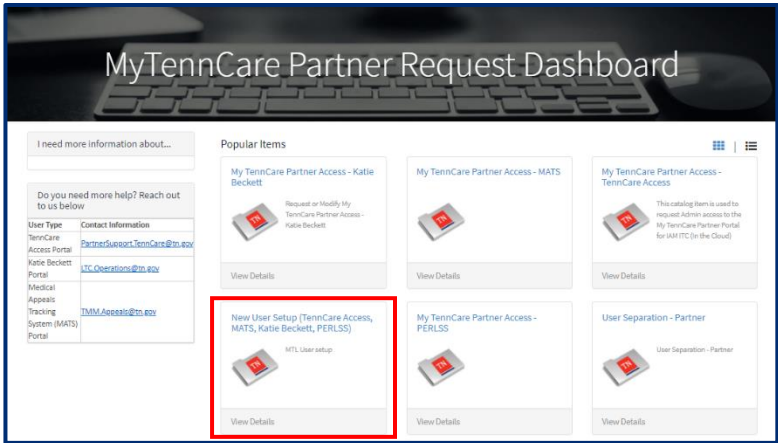


- 5** On the **One Time Passcode** page, enter or paste the code from your email.



6	Click Verify .	
7	From the Dashboard page, continue to the following sections depending on the action you wish to take. Submitting a New User Access Request Updating a User's Access to the System Removing a User's Access to the System	

Submitting a New User Access Request

#	Step	Screenshot
1	On the Dashboard page, click Manage My Users from the menu.	
2	On the MyTennCare Partner Request Dashboard page, click New User Setup (TennCare Access, MATS, Katie Beckett, PERLSS) .	

- 3** On the **New User Setup (TennCare Access, MATS, Katie Beckett, PERLLS)** page, enter the **First Name, Middle Name, Last Name, Preferred Name, Email, and Mobile Phone**.

NOTE: All fields marked with an asterisk are required.

New User Setup (TennCare Access, MATS, Katie Beckett, PERLLS)

MTL User setup

This form is only for new MyTennCare Partner users for your organization. Through MyTennCare Partner, you can request to be a user for TennCare Access, the Medical Appeals Tracking System (MATS), and Katie Beckett. If you already have a TennCare Username (it starts with "TNT"), do not use this form. Go back to the Dashboard and choose the appropriate portal. Do you need help? Tell us!

Need Help?
 TennCare Access Portal users email us at PartnerSupport.TennCare@tn.gov
 Katie Beckett users email us at LTC.Operations@tn.gov
 MATS users email us at TMM.Appeals@tn.gov

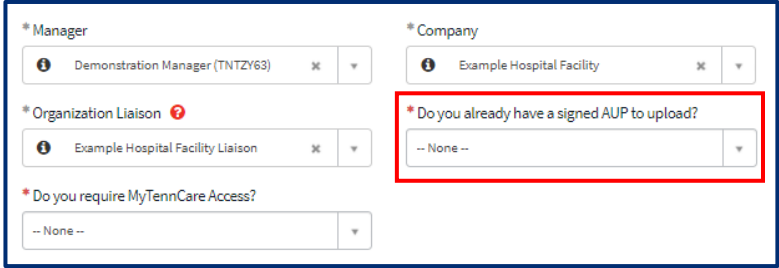
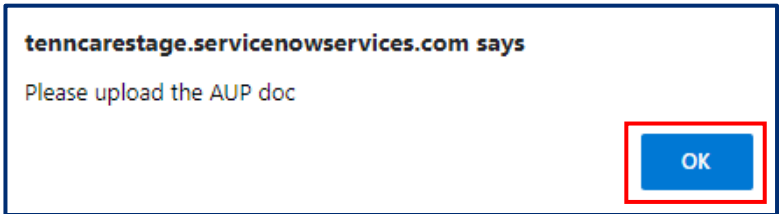
New User Information ?

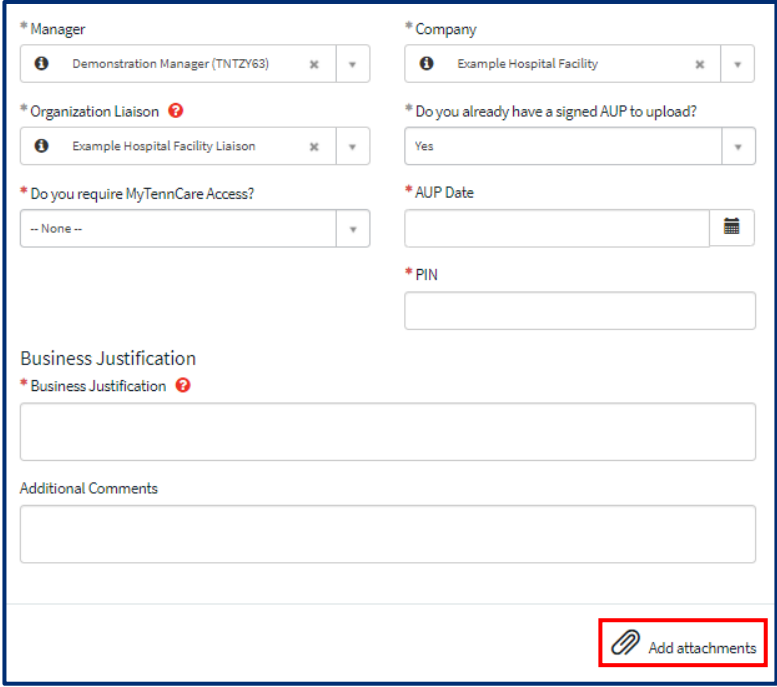
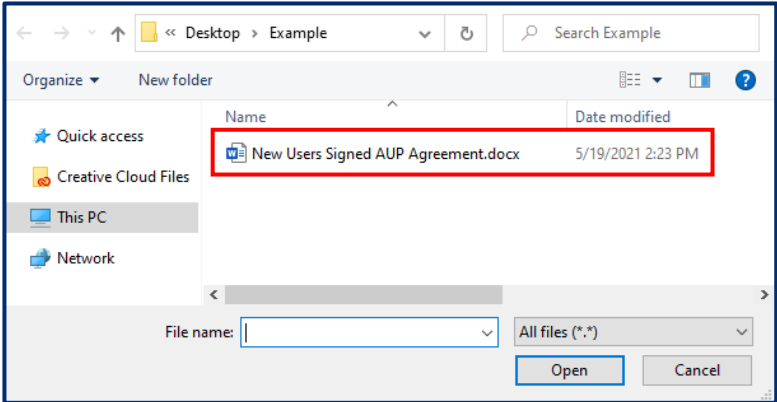
* First Name ?	* Middle Name ?
<input type="text"/>	<input type="text"/>
* Last Name	Preferred Name
<input type="text"/>	<input type="text"/>
* Email ?	Mobile Phone
<input type="text"/>	<input type="text"/>
* Manager	* Company
<input type="text"/>	<input type="text"/>

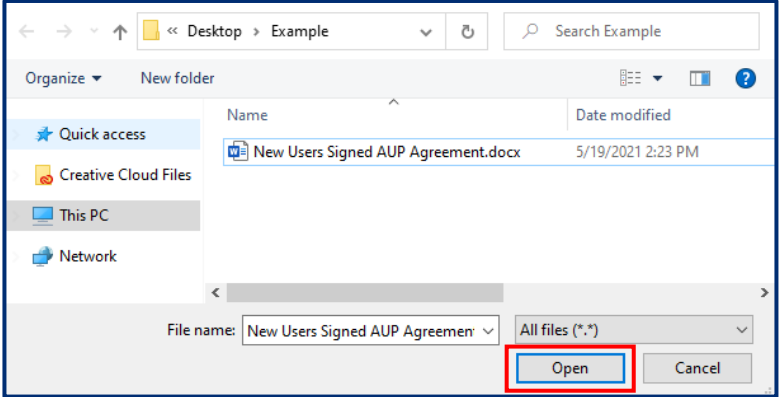

- 4** Begin typing the **Manager, Company, and Organization Liaison** in the drop-down menus, then click the correct value once it appears.

NOTE: Select the same value for **Organization Liaison** and **Company**.

* Manager	* Company
<input type="text" value="Demonstration Manager (TNTZY63)"/>	<input type="text" value="Example Hospital Facility"/>
* Organization Liaison ?	* Do you already have a signed AUP to upload?
<input type="text" value="Example Hospital Facility Liaison"/>	<input type="text" value="-- None --"/>
* Do you require MyTennCare Access?	
<input type="text" value="-- None --"/>	

<p>5 Select <i>Yes</i> or <i>No</i> for Do you already have a signed AUP to upload?</p> <p>NOTE: The AUP, or Acceptable User Policy, is a standard form that provides guidelines for the appropriate use of State-owned systems, like TennCare Access. It is a routine form that most agencies, dealing with personal and sensitive information, require users to sign. In most cases, you will not have a signed AUP. When you select <i>No</i>, an AUP is automatically emailed to the user to sign electronically.</p> <p>If <i>Yes</i>, continue to Step 6.</p> <p>If <i>No</i>, proceed to Step 12.</p>	
<p>6 Click OK in the pop-up window.</p>	

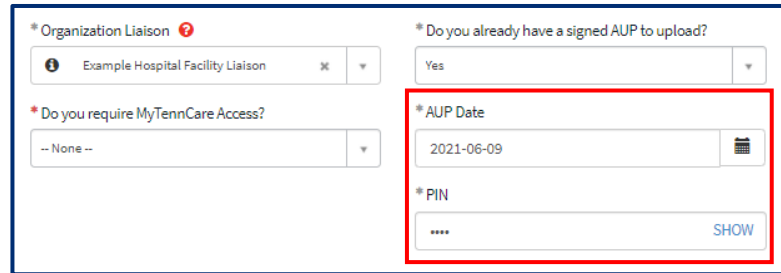
7	Click Add Attachments .	
8	Select the user's AUP document.	


9	Click Open .	
10	Confirm the correct uploaded document is viewable at the bottom of the page above Add Attachments .	

- 11** Click the calendar icon to select the **AUP Date**.

Enter the 4-digit numeric **PIN**.


NOTE: The date and PIN can be found on the final page of the completed AUP agreement.



* Organization Liaison  Example Hospital Facility Liaison ✕ ▼

* Do you already have a signed AUP to upload? Yes ▼

* Do you require MyTennCare Access? -- None -- ▼

* AUP Date 2021-06-09 

* PIN **** [SHOW](#)

I have read and agree to comply with the policy set forth herein.

Signature: _____

Print Name: _____

Title: _____

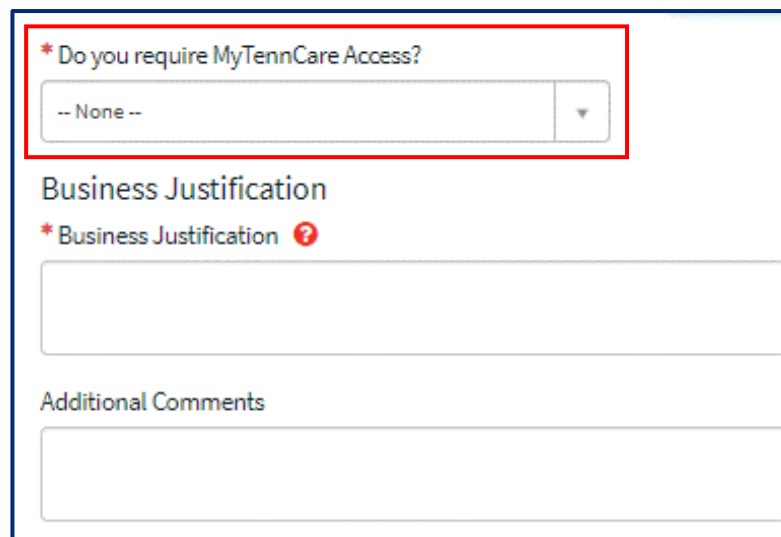
Date: _____

TennCare User ID (if provided): _____

TennCare Division
or Company Name: _____


Create Verification PIN (4 digit): _____

- 12** Select Yes from the **Do you require MyTennCare Access?** drop-down menu.

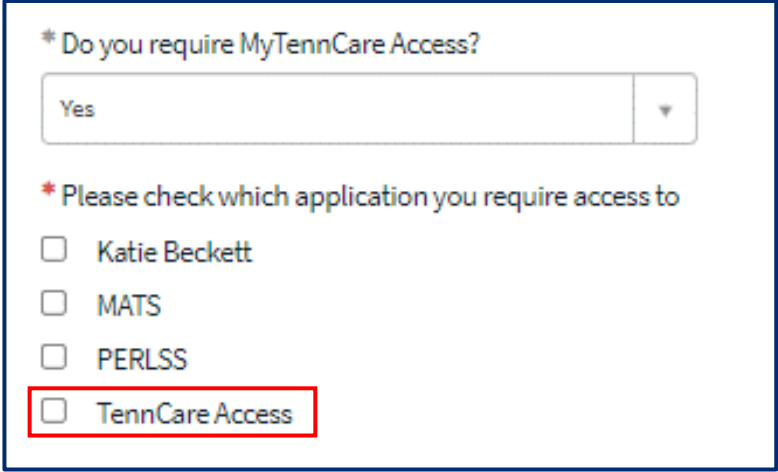
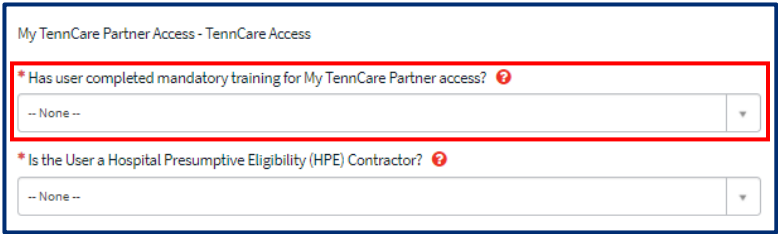


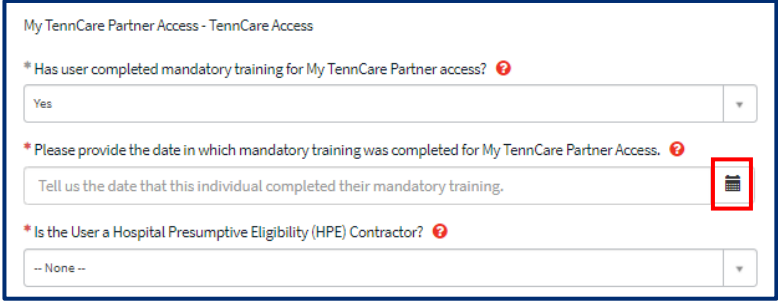
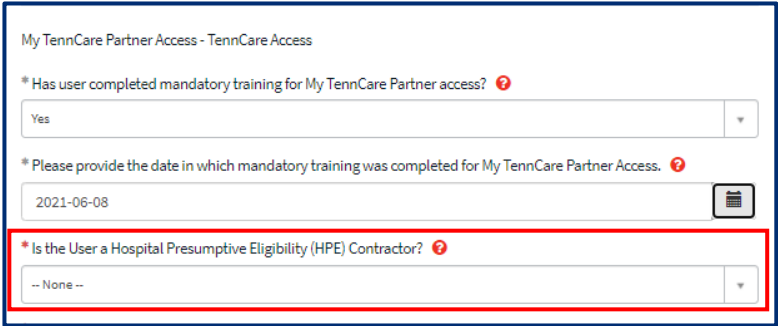
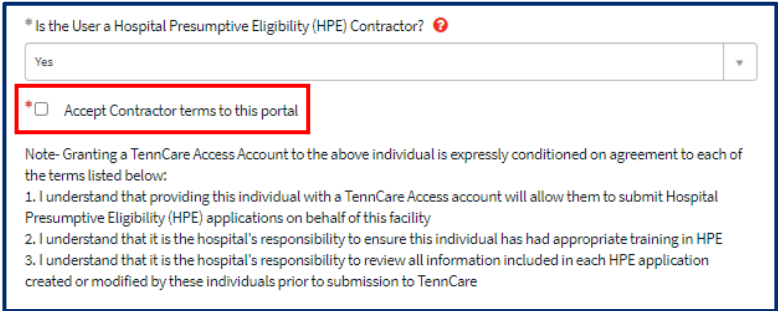
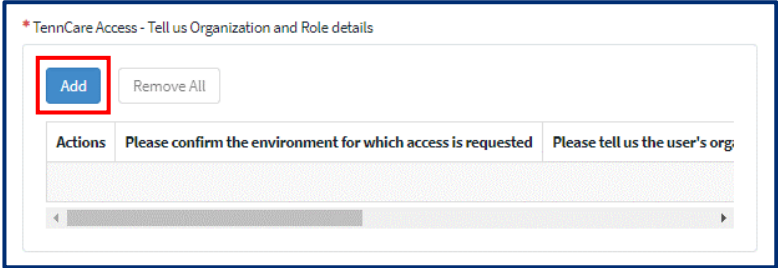
* Do you require MyTennCare Access? -- None -- ▼

Business Justification

* Business Justification 

Additional Comments

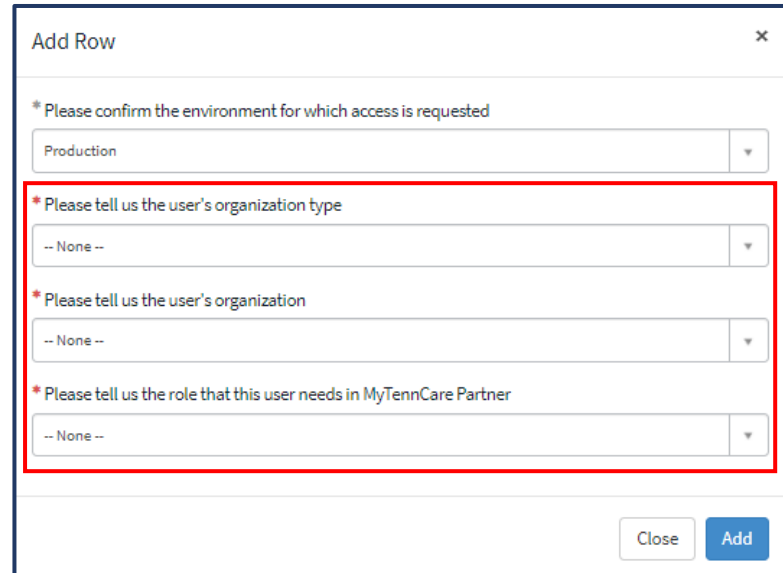
13	Click the TennCare Access check box.	
14	<p>Select <i>Yes</i> or <i>No</i> from the Has user completed mandatory training for MyTennCare Partner Access? drop-down menu.</p> <p>NOTE: The access request cannot be submitted until the user has finished the mandatory training requirements.</p> <p>If <i>No</i>, contact the Partner Support Unit to schedule their mandatory training or register online by visiting the TennCare Access Portal Training Documents website.</p>	

15	<p>If Yes, click the calendar icon to select the date the user completed mandatory training.</p>	
16	<p>Select if the user is a Hospital Presumptive Eligibility (HPE) Contractor from the drop-down menu.</p> <p>If Yes, continue to Step 17.</p> <p>If No, proceed to Step 18.</p>	
17	<p>Read the contractor terms. Click the checkbox to Accept Contractor terms to this portal.</p>	
18	<p>Click Add to indicate which roles the user needs.</p>	

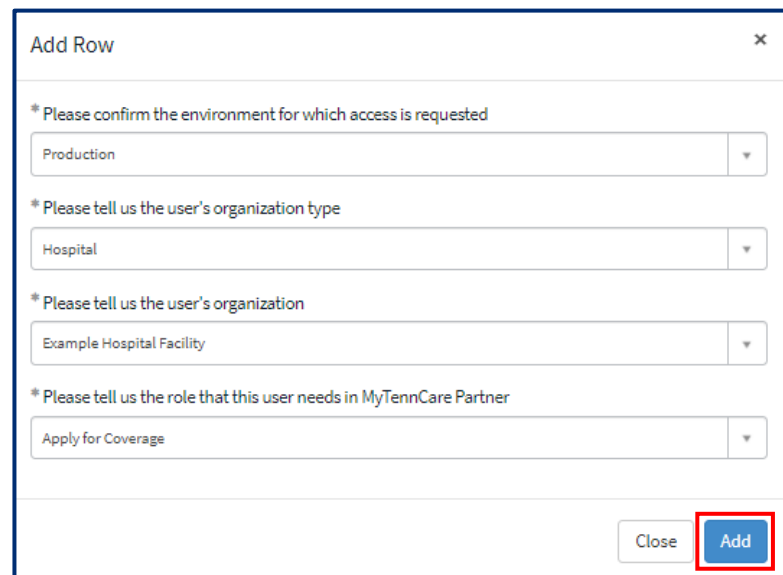
- 19** In the **Add Row** pop-up window, *Production* is pre-selected as the **user's environment** from the drop-down menu.

Select the **user's organization type**, **user's organization**, and **role** you would like to add for the user from the drop-down menus.



NOTE: Each role grants access to an option on the **Welcome to TennCare Access** page. All roles include the **Search Applications** option.



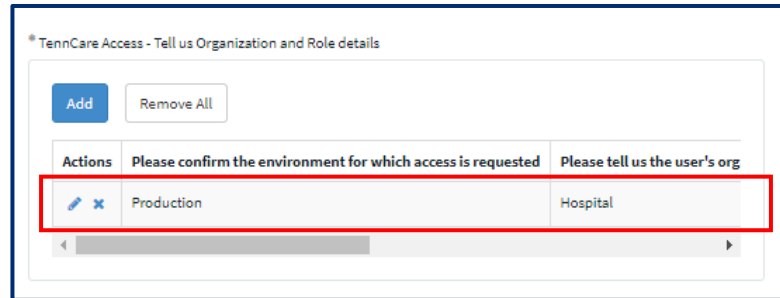
- 20** Click **Add**.



21 Confirm your entry was added to the table under the blue **Add** button.

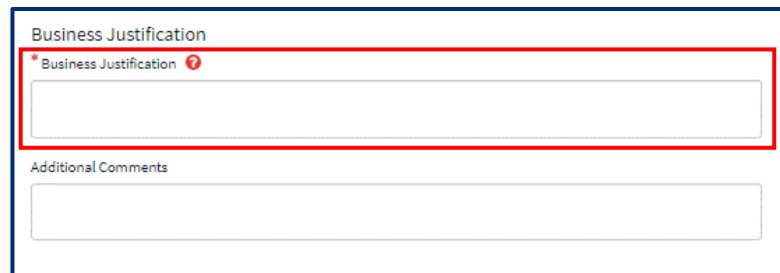
If you need to make changes, click the  icon to edit your entry or the  icon to remove it.

Repeat Steps 18 thru 21 to add multiple roles for the user.

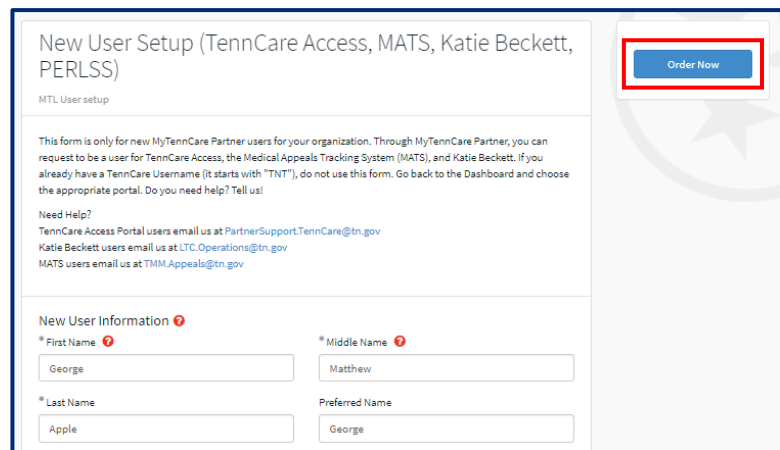


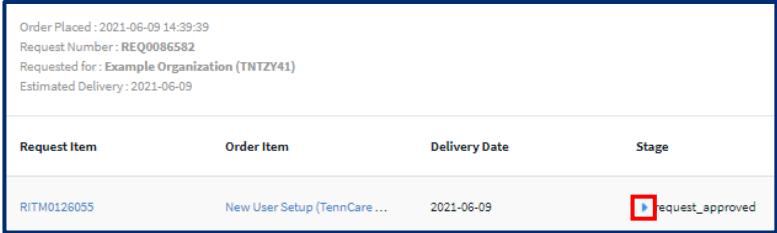
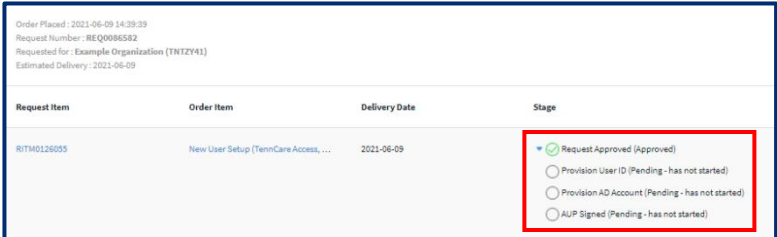
22 Enter a **Business Justification**, following the template below.

<User Name> requires access to MyTennCare Partner to complete their job responsibilities.



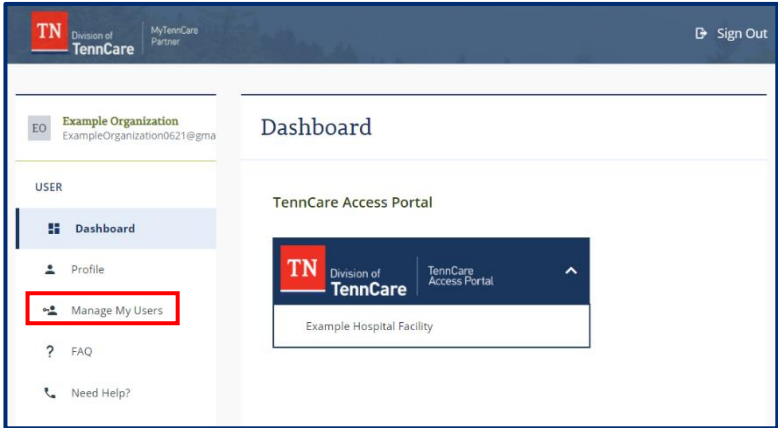
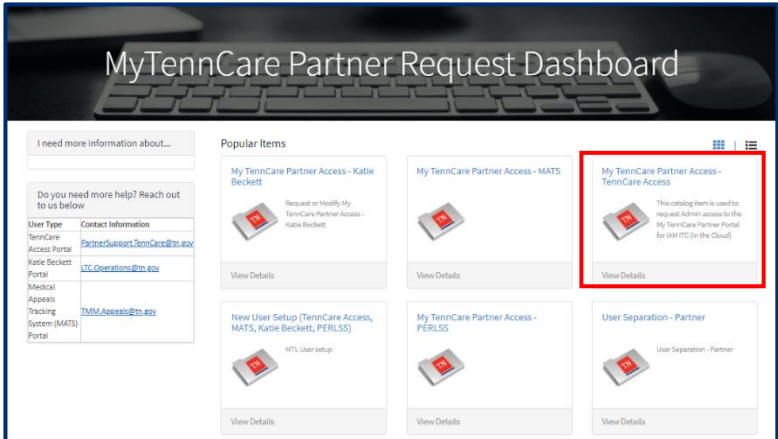
23 Click **Order Now**.



24	<p>Review your Submitted Request.</p> <p>For more details, click the blue arrow in the Stage column.</p>	
25	<p>The Request Approved (Approved) step is checked upon request submission.</p> <p>Other steps are marked complete as the request progresses through the review process.</p>	

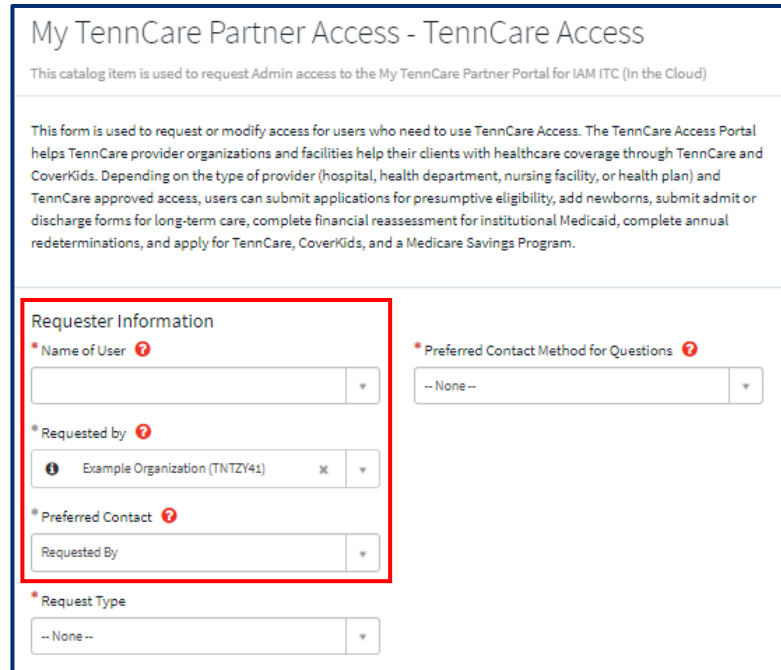
Updating a User's Access to the System

When a user notifies you that they do not have access to a needed option, or have an option they no longer need to use on their **Welcome to TennCare Access** homepage, you may update their access following this process.

#	Step	Screenshot
1	On the Dashboard page, click Manage My Users from the menu.	
2	On the MyTennCare Partner Request Dashboard page, click My TennCare Partner Access – TennCare Access .	

- 3** On the **My TennCare Partner Access – TennCare Access** page, begin typing the person's name in the **Name of User** drop-down menu. Click the correct option once it appears.

Your name is pre-filled in the **Requested by** field and *Requested By* is pre-selected from the **Preferred Contact** drop-down menu. Do not change either selection.



My TennCare Partner Access - TennCare Access

This catalog item is used to request Admin access to the My TennCare Partner Portal for IAM ITC (In the Cloud)

This form is used to request or modify access for users who need to use TennCare Access. The TennCare Access Portal helps TennCare provider organizations and facilities help their clients with healthcare coverage through TennCare and CoverKids. Depending on the type of provider (hospital, health department, nursing facility, or health plan) and TennCare approved access, users can submit applications for presumptive eligibility, add newborns, submit admit or discharge forms for long-term care, complete financial reassessment for institutional Medicaid, complete annual redeterminations, and apply for TennCare, CoverKids, and a Medicare Savings Program.

Requester Information

* Name of User ?

* Preferred Contact Method for Questions ?

* Requested by ?

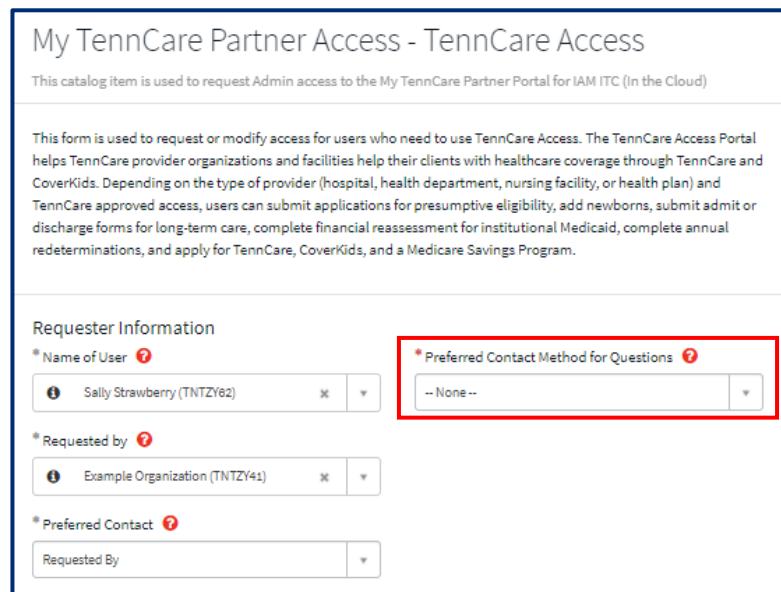
* Preferred Contact ?

* Request Type

- 4** Select the **Preferred Contact Method for Questions** from the drop-down menu.

If *Phone*, continue to [Step 5](#).

If *Email*, proceed to [Step 6](#).



My TennCare Partner Access - TennCare Access

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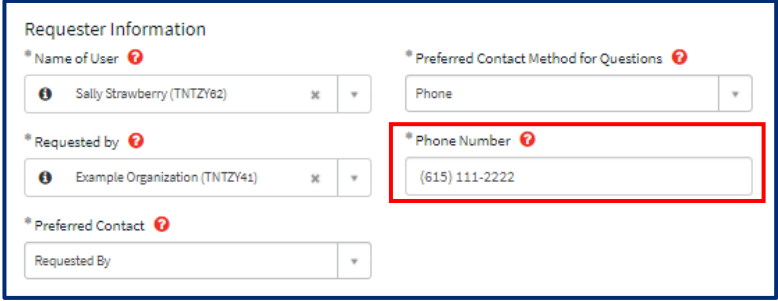
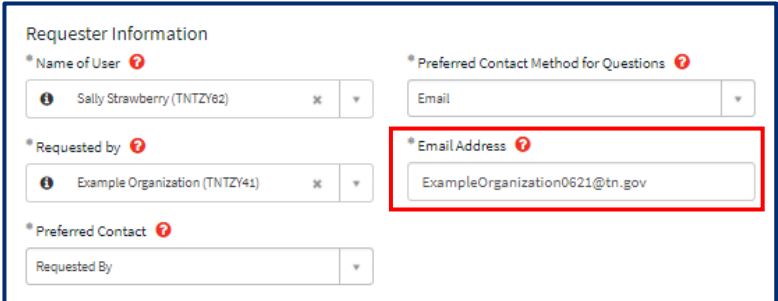
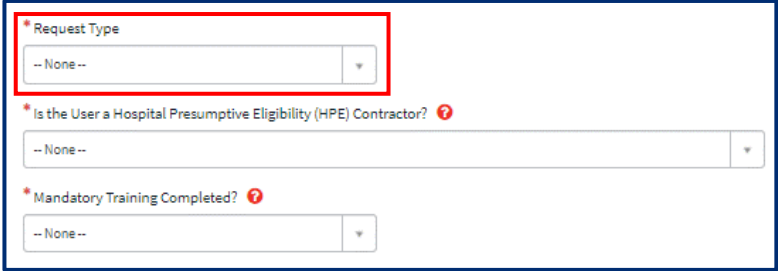
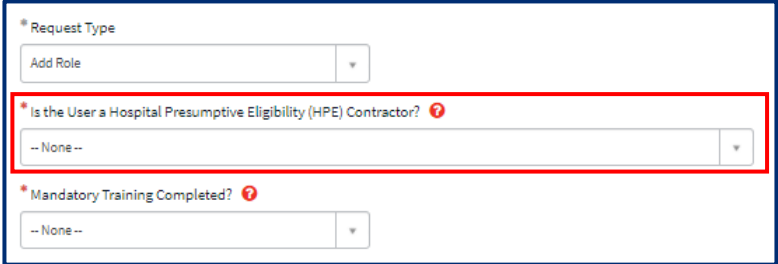
Requester Information

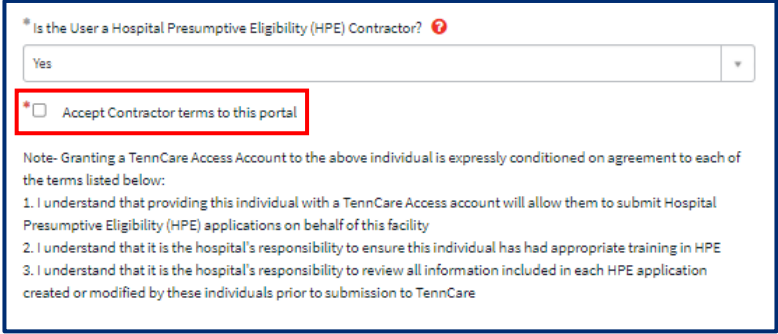


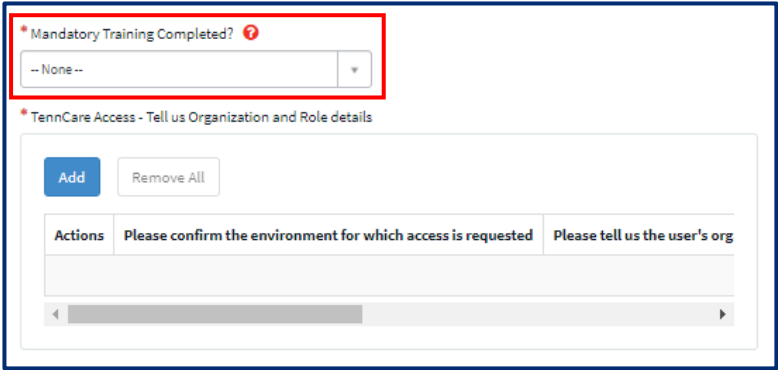





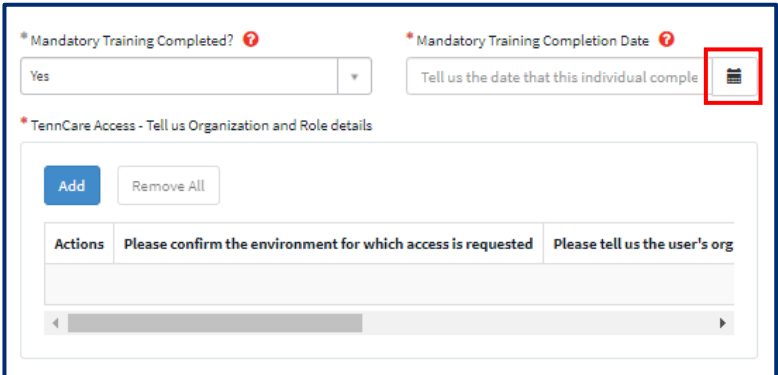




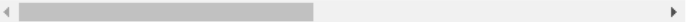
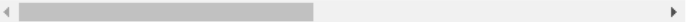
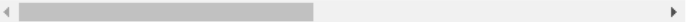
* Name of User ?

* Preferred Contact Method for Questions ?

* Requested by ?

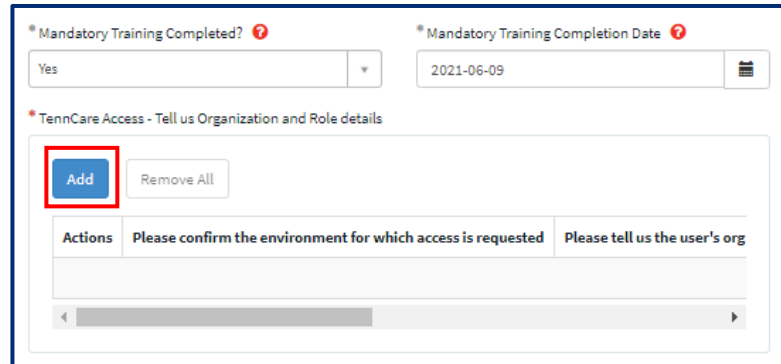
* Preferred Contact ?

<p>5</p>	<p>Review your pre-filled Phone Number and update it, if needed.</p> <p>Proceed to Step 7.</p>	
<p>6</p>	<p>Verify your pre-filled Email Address is correct.</p>	
<p>7</p>	<p>Select <i>Add Role</i> or <i>Remove Role</i> from the Request Type drop-down menu.</p>	
<p>8</p>	<p>Select if the user is a Hospital Presumptive Eligibility (HPE) Contractor from the drop-down menu.</p> <p>If Yes, continue to Step 9.</p> <p>If No, proceed to Step 10.</p>	

9	<p>Read the contractor terms. Click the checkbox to Accept Contractor terms to this portal.</p>	 <p>* Is the User a Hospital Presumptive Eligibility (HPE) Contractor? </p> <p>Yes </p> <p>* <input type="checkbox"/> Accept Contractor terms to this portal</p> <p>Note- Granting a TennCare Access Account to the above individual is expressly conditioned on agreement to each of the terms listed below:</p> <ol style="list-style-type: none"> 1. I understand that providing this individual with a TennCare Access account will allow them to submit Hospital Presumptive Eligibility (HPE) applications on behalf of this facility 2. I understand that it is the hospital's responsibility to ensure this individual has had appropriate training in HPE 3. I understand that it is the hospital's responsibility to review all information included in each HPE application created or modified by these individuals prior to submission to TennCare 						
10	<p>Select <i>Yes</i> or <i>No</i> from the Mandatory Training Completed? drop-down menu.</p> <p>NOTE: The access request cannot be submitted until the user has finished the mandatory training requirements.</p>	 <p>* Mandatory Training Completed? </p> <p>-- None -- </p> <p>* TennCare Access - Tell us Organization and Role details</p> <p>Add Remove All</p> <table border="1"> <thead> <tr> <th>Actions</th> <th>Please confirm the environment for which access is requested</th> <th>Please tell us the user's org</th> </tr> </thead> <tbody> <tr> <td colspan="3"></td> </tr> </tbody> </table>	Actions	Please confirm the environment for which access is requested	Please tell us the user's org			
Actions	Please confirm the environment for which access is requested	Please tell us the user's org						
								
11	<p>If <i>Yes</i>, click the calendar icon to select the user's most recent training date as the Mandatory Training Completion Date.</p>	 <p>* Mandatory Training Completed? </p> <p>Yes </p> <p>* Mandatory Training Completion Date </p> <p>Tell us the date that this individual comple </p> <p>* TennCare Access - Tell us Organization and Role details</p> <p>Add Remove All</p> <table border="1"> <thead> <tr> <th>Actions</th> <th>Please confirm the environment for which access is requested</th> <th>Please tell us the user's org</th> </tr> </thead> <tbody> <tr> <td colspan="3"></td> </tr> </tbody> </table>	Actions	Please confirm the environment for which access is requested	Please tell us the user's org			
Actions	Please confirm the environment for which access is requested	Please tell us the user's org						
								

12 Click **Add**.

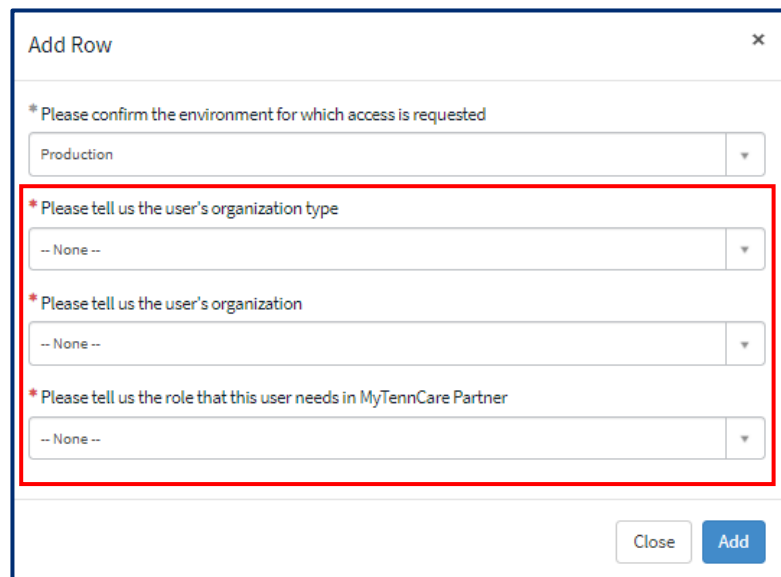
NOTE: Whether you are adding or removing a role, you need to click **Add** for the specific role to be added or removed.



The screenshot shows the main interface with two dropdown menus at the top: "Mandatory Training Completed?" (set to "Yes") and "Mandatory Training Completion Date" (set to "2021-06-09"). Below these is a section titled "TennCare Access - Tell us Organization and Role details". Inside this section, the "Add" button is highlighted with a red box. To its right is a "Remove All" button. Below the buttons are three tabs: "Actions", "Please confirm the environment for which access is requested", and "Please tell us the user's org". The "Actions" tab is currently selected.

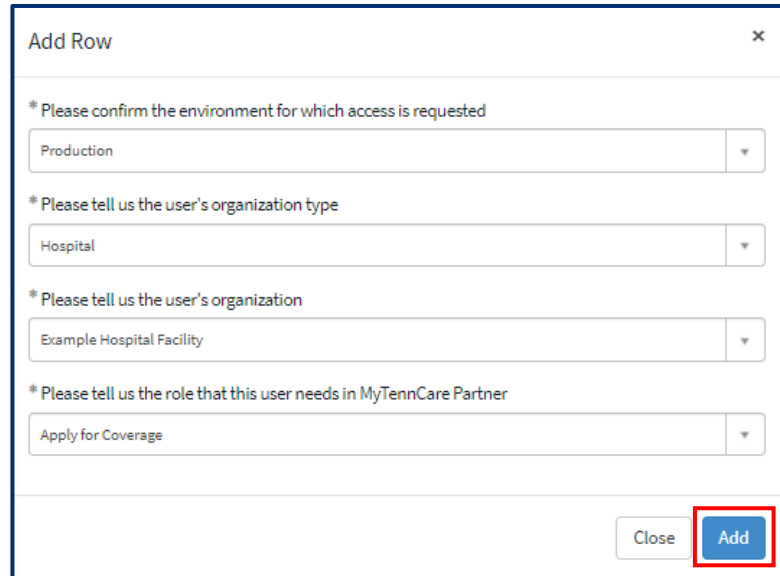
13 In the **Add Row** pop-up window, *Production* is pre-selected as the **user's environment** from the drop-down menu.

Select the **user's organization type**, **user's organization**, and **role** you would like to add or remove for the user from the drop-down menus.





The screenshot shows the "Add Row" pop-up window. It has a title bar with "Add Row" and a close button. Inside, there are three dropdown menus: "Please confirm the environment for which access is requested" (set to "Production"), "Please tell us the user's organization type" (set to "-- None --"), "Please tell us the user's organization" (set to "-- None --"), and "Please tell us the role that this user needs in MyTennCare Partner" (set to "-- None --"). The entire section containing these three dropdowns is highlighted with a red box. At the bottom right of the window are "Close" and "Add" buttons.

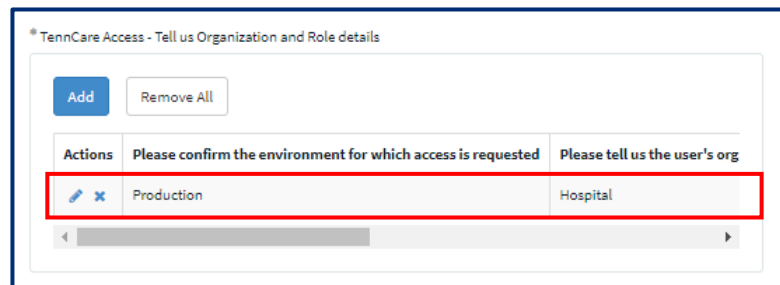
14 Click **Add**.



15 Confirm your entry was added to the table under the blue **Add** button.

If you need to make changes, click the  icon to edit your entry or the  icon to remove it.

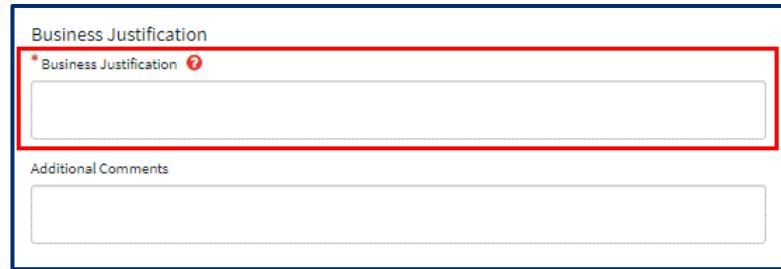
Repeat steps 12 thru 15 to add or remove multiple roles for the user.



- 16** Enter a **Business Justification** for adding or removing the user's role, following the templates below.

<User Name> requires the <Role Name> role to complete their job responsibilities.

<User Name> no longer requires the <Role Name> role to complete their job responsibilities.

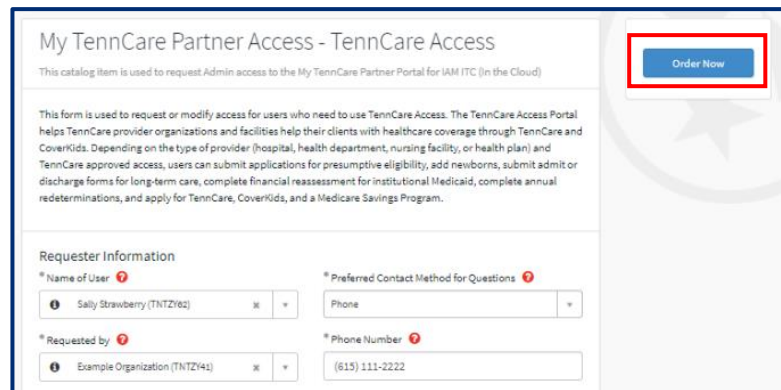


Business Justification

* Business Justification ?

Additional Comments

- 17** Click **Order Now.**



My TennCare Partner Access - TennCare Access

This catalog item is used to request Admin access to the My TennCare Partner Portal for IAM (TC) (in the Cloud)

This form is used to request or modify access for users who need to use TennCare Access. The TennCare Access Portal helps TennCare provider organizations and facilities help their clients with healthcare coverage through TennCare and CoverKids. Depending on the type of provider (hospital, health department, nursing facility, or health plan) and TennCare approved access, users can submit applications for presumptive eligibility, add newborns, submit admit or discharge forms for long-term care, complete financial reassessment for institutional Medicaid, complete annual redeterminations, and apply for TennCare, CoverKids, and a Medicare Savings Program.

Requester Information

* Name of User ?

Sally Strawberry (TNTZY62)

* Preferred Contact Method for Questions ?

Phone

* Requested by ?

Example Organization (TNTZY44)

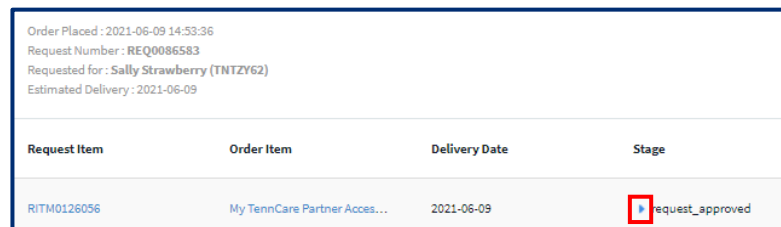
* Phone Number ?

(615) 111-2222

Order Now

- 18** Review your **Submitted Request.**

For more details, click the blue arrow in the **Stage** column.



Order Placed : 2021-06-09 14:53:36
 Request Number : REQ0086583
 Requested for : Sally Strawberry (TNTZY62)
 Estimated Delivery : 2021-06-09

Request Item	Order Item	Delivery Date	Stage
RITM0126056	My TennCare Partner Acces...	2021-06-09	request_approved

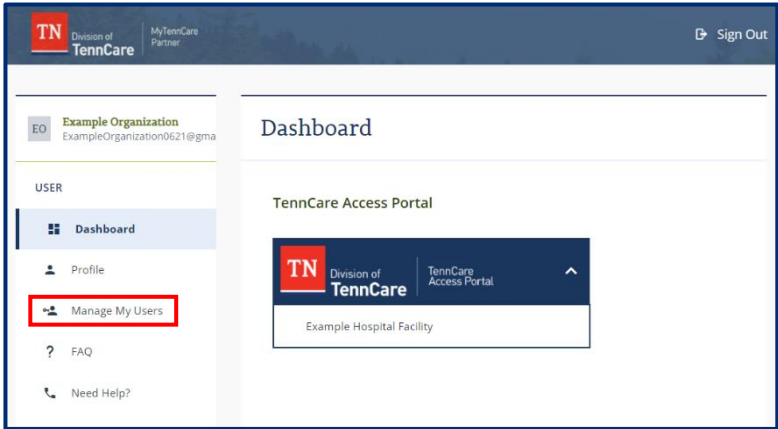
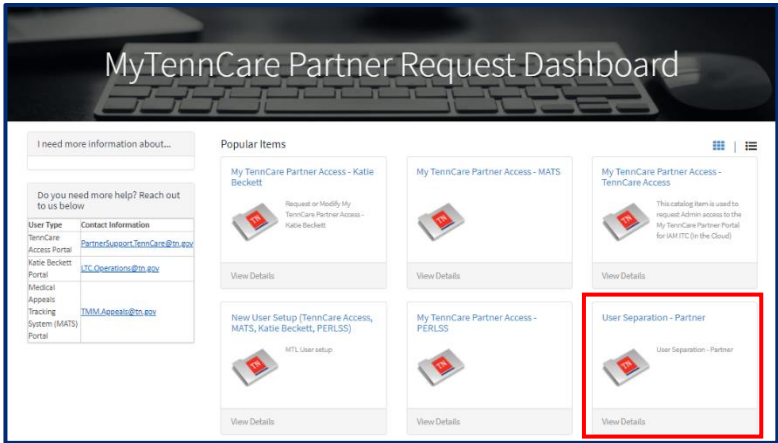
19 The **Request Approved (Approved)** step is checked upon request submission.

Other steps are marked complete as the request progresses through the review process.

Order Placed : 2021-06-09 14:53:36
 Request Number : REQ0086583
 Requested for : Sally Strawberry (TNTZY62)
 Estimated Delivery : 2021-06-09

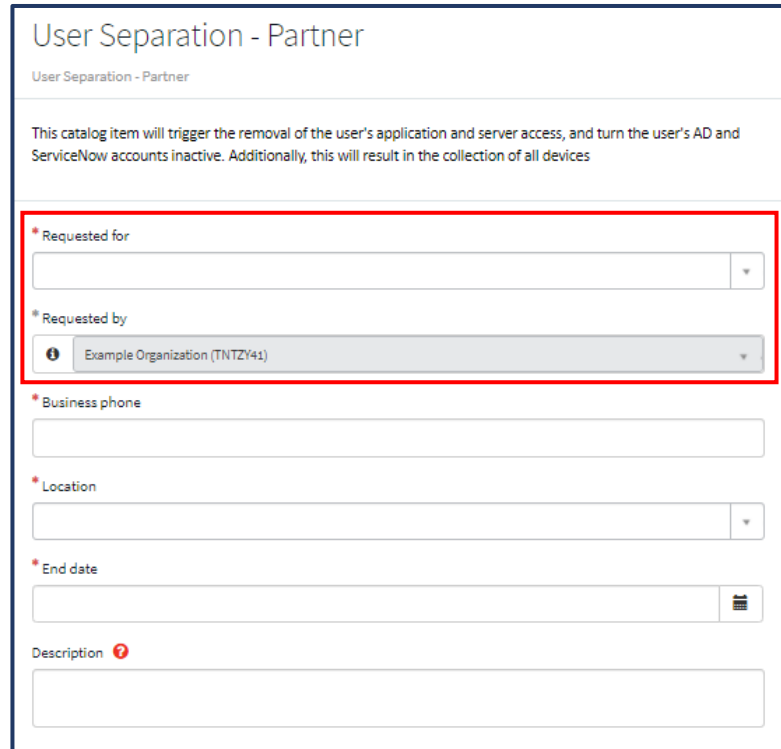
Request Item	Order Item	Delivery Date	Stage
RTM0128096	My TennCare Partner Access - Tenn...	2021-06-09	<input checked="" type="radio"/> Request Approved (Approved) <input type="radio"/> Waiting for Approval (Pending - has not started) <input type="radio"/> Fulfillment (Pending - has not started) <input type="radio"/> Completed (Pending - has not started)

Removing a User's Access to the System

#	Step	Screenshot
1	On the Dashboard page, click Manage My Users from the menu.	 <p>The screenshot shows the TennCare Dashboard. On the left, there is a sidebar menu with options: Dashboard, Profile, Manage My Users (highlighted with a red box), FAQ, and Need Help?. The main content area shows the 'TennCare Access Portal' for 'Example Hospital Facility'.</p>
2	On the MyTennCare Partner Request Dashboard page, select User Separation - Partner .	 <p>The screenshot shows the 'MyTennCare Partner Request Dashboard'. It features a 'Popular Items' section with several cards. The card titled 'User Separation - Partner' is highlighted with a red box. Other cards include 'My TennCare Partner Access - Katie Beckett', 'My TennCare Partner Access - MATS', 'My TennCare Partner Access - TennCare Access', 'New User Setup (TennCare Access, MATS, Katie Beckett, FERLSS)', and 'My TennCare Partner Access - FERLSS'.</p>

- 3** On the **User Separation - Partner** page, begin typing the name of the user in the **Requested for** drop-down menu.

NOTE: The **Requested by** field is pre-populated with your name and cannot be changed.



User Separation - Partner

User Separation - Partner

This catalog item will trigger the removal of the user's application and server access, and turn the user's AD and ServiceNow accounts inactive. Additionally, this will result in the collection of all devices

* Requested for

* Requested by

Example Organization (TNTZY41)

* Business phone

* Location

* End date

Description ?

- 4** Enter your **Business Phone**.
- NOTE:** The **Location** is pre-filled based on the user, but it can be updated, if needed.



* Requested for

Agatha Berry (TNTZY61)

* Requested by

Example Organization (TNTZY41)

* Business phone

* Location

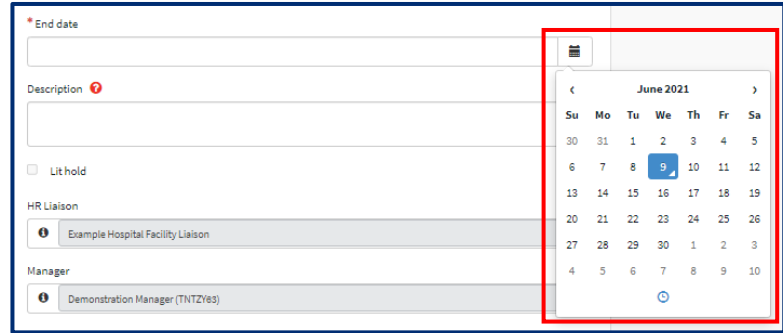
Remote User

* End date

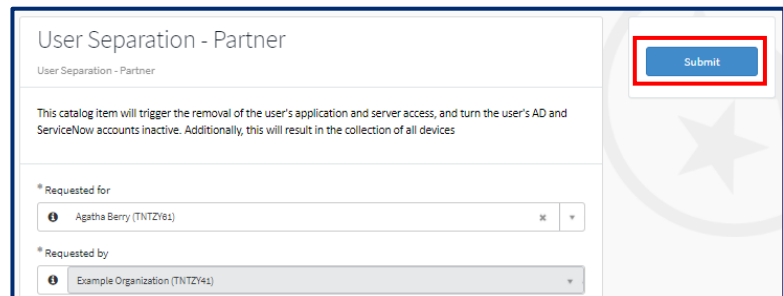
- 5** Click the calendar icon to select the date access should be removed as the **End date**. You can click the clock icon to select a specific time, in military format, if applicable.

Click outside of the calendar window.

NOTE: The **HR Liaison** and **Manager** fields are pre-filled based on the user and cannot be updated.

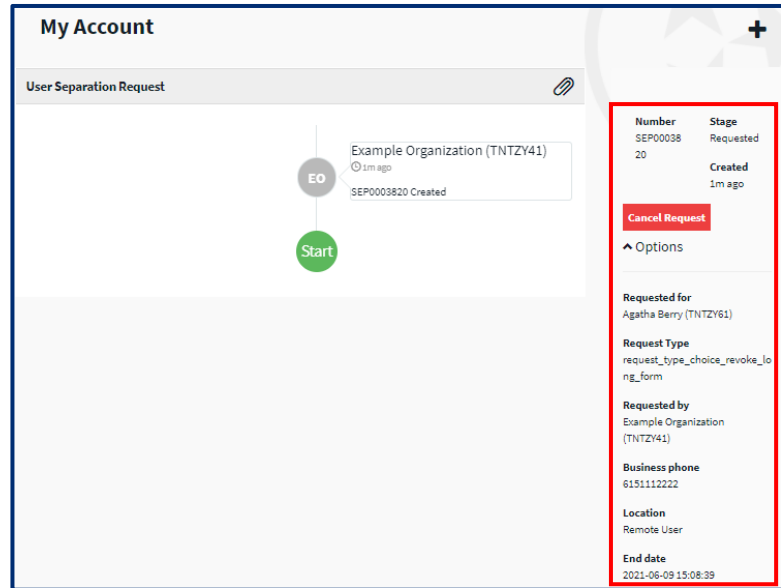


- 6** Click **Submit**.



- 7** On the **My Account** page, review the information to confirm the separation request was successfully created.

NOTE: All roles are removed if a user's access to an organization is removed.



My Account

User Separation Request

EO
1m ago
SEP0003820 Created

Start

Number	Stage
SEP0003820	Requested

Cancel Request

Options

Requested for
Agatha Berry (TNTZY61)

Request Type
request_type_choice_revoke_lo
ng_form

Requested by
Example Organization
(TNTZY41)

Business phone
6151112222

Location
Remote User

End date
2021-06-09 15:08:39